Under the

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Complete if Known			
Application Number	09/472,910		
Filing Date	December 27, 1999		
First Named Inventor	Michael C.G. Lee		
Art Unit	2642		
Examiner Name	Q.H. Nguyen		
Attorney Docket Number	10628ROUS01U (NORT10-00169)		

			U.S. PATE	ENT DOCUMENTS	class Subclass
Examiner Initials		Document Number Number - Kind Code ² (if known	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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FOREIGN PATENT DOCUMENTS						
	Foreign Patent Document Country Code 3 - Number 4 - Kind Code 5 (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	Т6	
AC	EP 0 866 407	09/23/1998	AT&T Corp.			
	Cite No.1 AC	Cite No. 1 Country,Code3 -Number ⁴ - Kind Code ⁵ (if known)	Cite No. 1 Country Code 3 - Number 4 - Kind Code 3 (if known) Publication Date MM-DD-YYYY	No. 1 Country Code 3 -Number 4 - Kind Code 5 (if known) Publication Date MM-DD-YYYY Applicant of Cited Document	Cite No. 1 Country Code 3 -Number - Kind Code 5 (if known) Foreign Patent Document Publication Date Applicant of Cited Document Applicant of Cited Document Or Relevant Passages or Relevant Figures Appear	

Examiner Signature	Duynh H. Ngryen	Date Considered	11/24/03	-
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary) Sheet 2 of

Complete if Known				
Filing Date	December 16, 2002			
First Named Inventor	Gregory L. Dean			
Group Art Unit	2817			
Examiner Name	Q.H. Nguyen			
Attorney Docket Number	P05319			

OTHER PRIOR ART NON PATENT LITERATURE DOCUMENTS				
Examiner Initials	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²	
211	AD	Kaufman, Harvey, "Call Centers in Cyberspace," XP-002054723, vol. 34, no. 7, 1 July 1997, pps. 20-21.		
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